

State Enhanced 9-1-1
Advisory Committee
Meeting Minutes
September 2, 2004

Members Present:

Chair, Chris Fischer, *Association of Public-Safety Communications Officials (APCO)*
Mike Akin, *Association of Washington Cities - West*
Dan Aycock, *Member at Large*
Rebecca Beaton, *Washington Utilities and Transportation Commission (WUTC)*
Marlys Davis, *King County*
Stephanie Fritts, *Rural Counties - West*
Jon Kaino, *Washington State Association of Counties - West*
Marty Knorr, *Washington State Patrol (WSP)*
Steve Lich, *Washington Fire Commissioners Association*
Chris Mace, *Washington Association of Sheriffs and Police Chiefs*
Lorlee Mizell, *Urban Counties - East*
Jim Quackenbush, *National Emergency Number Association (NENA)*
Eric Torgeson, *Verizon*
Markus Volke, *Qwest*
Marj Williams, *Urban Counties - West*

Alternate Members Present:

Steve Reinke, *Rural Counties - East*
Patti VonBargen, *Association of Washington Cities - East*

Guests Present:

Pam Boad (*Mason*), Jerry Foree (*Qwest*), John Bergstrom (*Verizon*), Keith Flewelling (*Clark*), Traci Chaney (*Yakima*), Kathy Miller (*Qwest*), Jeff Glenn (*Qwest*), Lisa Heinrich (*Columbia*), Dave Magnenat (*Kitsap*), and Deanna Wells (*Cowlitz*).

County Coordinators Present:

Dan Hally (*Asotin*), Naomi Riggins (*Clallam*), Roger Trump (*Columbia*), Cindy Barnd (*Cowlitz*), Rose Parr (*Ferry*), Virginia Boyd (*Garfield*), Peggy Fouts (*Grays Harbor*), Tracy Stringer (*Jefferson*), **Marlys Davis** (*King*), **Steve Reinke** (*Kittitas*), Shirley Chapple (*Klickitat*), Kate Rico (*Lewis*), DeeAnn Edwards (*Lincoln*), **Mike Akin** (*Mason*), Kim Scott (*Okanogan*), **Stephanie Fritts** (*Pacific*), John Wilding (*Pierce*), Jim Ricks (*San Juan*), Deb Welsh (*Skagit*), **Marj Williams** (*Snohomish*), **Jim Quackenbush** (*Thurston*), Dan Bardsley (*Wahkiakum*), **Dan Aycock** (*Walla Walla*), **Patti VonBargen** (*Whitman*) and Wayne Wantland (*Yakima*). .

State Office Staff Present:

Bob Oenning, Kurt Hardin, Catherine Bartholomew, David Irwin, William Boyd, Penelope Cassidy, Teresa Lewis and Blessing Guillermo.

ACTION ITEMS from September 2, 2004 meeting:

- ◆ ***Jim Quackenbush motioned to approve the minutes from the July 15, 2004 meeting as written. Dan Aycock seconded the motion. The motion carried.***
- ◆ A question was raised on the money turned back in from the counties, how much of it is capital items and how much is operating costs. Kurt Hardin stated he would get the information and present it at the next Advisory Committee meeting. – ***Completed on October 7, 2004 – slide will be presented at the October Advisory Committee meeting.***
- ◆ There was a request to have the State Office work with the State Auditor's Office to come up with a way to spend the encumbered funds from FY04. ***Started on October 7, 2004 - An email was sent to the WA Military Dept Finance Office requesting the possibility of a multi-year project.***
- ◆ The counties want to revisit the cap on category items and possibly change them. ***Referred to the Policy Workgroup for review.***
- ◆ There was a request from those counties that were not eligible for funding this year, to have the State Office contact those counties and walk them through the process for reapplying for funding. ***Will be done as appropriate.***
- ◆ Bob Oenning stated the State Office would redefine what is eligible for the CAD systems (logging recorders and clock synchronizers). ***Referred to the Policy Workgroup, very complex task.***
- ◆ There was a request to have the State Office compile a spreadsheet showing the cost savings per county for the network changes if a statewide contract was instituted. ***Started – Information required from counties to complete.***
- ◆ ***Jim Quackenbush motioned to have the State Office actively pursue the implementation of all three-network changes. Patti VonBargen seconded the motion. The motion passed.***
- ◆ Marlys Davis requested an AAG opinion about the legality of spending 911 funds to pay for 911 components in counties that have more than one PSAP and who cannot document that they are not using their full local tax on WAC eligible items. ***Completed on October 6, 2004 – sent AAG request forward.***
- ◆ There were numerous requests for a cost analysis to be prepared by the State Office to see what policies would need to be changed and what these changes would actually mean to the counties. ***The State Office needs clarification on exactly what the Advisory Committee is asking for.***
- ◆ It was requested that the State Office prepare a synopsis of the AAG's Opinion regarding spending 911 funds and those spending levels. ***On hold at the present due to the AAG being out of the office.***
- ◆ There was a request to have the State Office send out the Network Upgrade slide presentation to all Advisory Committee members and County Coordinators. ***Completed on October 4, 2004 – emailed to Advisory Committee members and County Coordinators***
- ◆ The State Office will be contacting those counties that have not ordered Phase II and will be inquiring about the request delay. ***Started – Update will be given at October Advisory Committee meeting.***
- ◆ There was a question of what is a small county versus a medium county. Kurt stated that he would bring that information back to the October Advisory Committee meeting. ***Completed – information sent to Policy Workgroup and a slide will be presented at the October Advisory Committee meeting.***
- ◆ There was a request to obtain an AAG Opinion on the ability for the State Office to work directly with the PSAPs on contracts without going through the county. ***Completed on October 4, 2004 – sent AAG request forward.***
- ◆ There was a request to have the State Office post a list of Voice Over Internet Protocol (VoIP) providers to the State Office's website. ***Completed – List started but information needs to be provided by the counties and waiting to be placed on website.***
- ◆ Steve Reinke requested the State Office prepare an analysis on whether the State is willing to pay for an additional 10-digit emergency line dedicated to receiving VoIP emergency calls. ***Started – Policy from State Office in review process.***

Welcome and Introductions:

Chris Fischer called the meeting to order at 9:35 a.m. Members and guests introduced themselves. *Review and Approval of the Minutes (July 15, 2004): Jim Quackenbush motioned to approve the minutes from the July 15, 2004 meeting as written. Dan Aycock seconded the motion. The motion carried.*

Old Business:

Chris Fischer, Jim Quackenbush and Sophia Byrd composed a letter *[Encl. 1]* on behalf of the E911 Advisory Committee regarding the issue of the Washington State Patrol (WSP) receiving funds from the E911 fund for their Computer Aided Dispatch (CAD) system, on behalf of the E911 Advisory Committee. This letter was sent to all state legislators, Governor Gary Locke and The Adjutant General Timothy Lowenberg of the Washington Military Department. Chris Fischer received two phone calls and three letters *[ENCL 2, 3, 4 & 5]* in response to this letter.

Bob Oenning reported a summary on the AAG Opinion spoke to the legality issue of the WSP funding, that the Legislature has the authority to appropriate funds for purposes consistent with the RCW. The Legislature noted in their bill remarks that they felt funding for the WSP was for E911 purposes and therefore justifiable. It was also noted that the WAC states that the WSP is eligible for E911 funds and CAD is a fundable item, which leads to a justification for the appropriation.

At the July meeting there was a request to provide information on the Mapping Administration recommendation from the Advisory Committee. The following is a recap by Kurt Hardin of the decision. At the January 2004 meeting the Advisory Committee recommended the 2005 contract policy to the State Office. At the February 2004 meeting, the committee corrected the meeting minutes from January to accurately reflect the motion. The State Office presented the final decision on the 2005 contract policies to include \$30,000 for mapping administration. The corrected motion as stated in the February 2004 minutes is as follows: *'Dan Aycock motioned to accept the recommendations of the subcommittee and that they be forwarded to the State E911 Administrator for adoption with the exception that we disregard the slide that talks about the July 2005 issues and the mapping administration process and that funding remain as it is currently in the current contract year. Patti VonBargen seconded the motion. The motion passed, with Jon Kaino voting against.'*

Kurt stated the State Office did not follow the Advisory Committee's recommendation. In actuality, the mapping administration went from \$35,000 to \$30,000. Steve Reinke stated in the previous year, the actual amount proposed was \$45,000, but due to budget constraints it was set at \$35,000. That situation occurred due to wireless funding request by the counties that exceeded available funding.

Kurt Hardin presented the State Fiscal Year (FY) 2004 Budget *[ENCL 6]*. He explained the budget authorizations and expenditures, direct and indirect county funding, and why funds were under spent for FY04. Discussion ensued after the presentation. *A question was raised on the money turned back in from the counties, how much of it is capital items and how much is operating costs. Kurt Hardin stated he would get the information and present it at the next Advisory Committee meeting. There was a request to have the State Office work with the State Auditor's Office to come up with a way to spend the encumbered funds from FY04.*

The counties want to revisit the cap on category items and possibly change them. A question was asked if there was a possibility of reprioritizing the WAC eligible items. Bob Oenning stated this is not possible without rewriting the WAC. The counties wanted to know if the \$5 million returned by the counties this fiscal year could be reallocated in the current contract year. Kurt Hardin informed everyone that the end of the 2004 contract year was June 30, 2004.

Kurt Hardin presented the E911 State Office Initiatives proposal *[ENCL 7]*. The State Office is seeking recommendations from the Advisory Committee on whether to go forward with these proposals.

The three issues are as follows:

1. *WUTC Rule Making request* – The State Office sent a letter to the WUTC in July 2004, requesting them to consider treating wireline the same as wireless as far as where PSAP cost recovery begins.

The FCC made a decision a couple of years ago that stated the selective router is the demarcation point for wireless and that the wireless carriers have an obligation to process the call to the selective router. If the State Office's proposal is adopted, there may be a requirement to amend WAC 84-120-450. This would include all LECs and CLECs. Discussion ensued regarding this proposal. Kurt stated that any information about this issue would be forwarded to the Advisory Committee and County Coordinators

2. *CPE Changes* – Computer Aided Dispatch (CAD) software and hardware upgrades be included in the purchase price for the purpose of eligibility of maintenance costs and to redefine CAD eligibility to coincide with legislative practice and to remove funding caps on logging recorders and clock synchronizers (replace with reasonable and prudent language). Discussion ensued. There was a question about clock synchronizer 'is it a 100% funded or split.' Kurt clarified it is at a 100%. *There was a request from those counties that were not eligible for funding this year, to have the State Office contact those counties and walk them through the process for reapplying for funding. Bob Oenning stated the State Office would redefine what is eligible for the CAD systems (logging recorders and clock synchronizers).* For CAD one of the elements that must be defined is which software modules are eligible as 911 components.

3. *911 Network Changes* – a proposal from Qwest developed at the request of the State Office was presented which would redo the E911 network to dual tandems in the area served by Qwest with a pair west of the mountains and a pair east of the mountains. The intent is to implement this network design to provide greater survivability from all types of 911 outages. This network is non-county specific so they intent are for the State E911 program to directly pay the costs of this network. Additional recurring costs are estimated at approximately \$800,000; statewide, for Qwest and from \$100,000 to \$650,000 for Verizon. Non-recurring costs are estimated to be \$2,000,000 for the frame relay and dual tandem upgrades for Qwest with, no figures from Verizon at this time. Discussion ensued. *There was a request to have the State Office compile a spreadsheet showing the cost savings per county for the network changes if a statewide contract was instituted.*

Jim Quackenbush motioned to have the State Office actively pursue the implementation of all three-network changes. Patti VonBargen seconded the motion. Discussion ensued regarding the motion. *Marlys Davis requested an AAG opinion about the legality of spending 911 funds to pay for 911 components in counties that have more than one PSAP and who cannot document that they are not using their full local tax on WAC eligible items. There were numerous requests for a cost analysis to be prepared by the State Office to see what policies would need to be changed and what these changes would actually mean to the counties. It was requested that the State Office prepare a synopsis of the AAG's Opinion regarding spending 911 funds and those spending levels. The motion carried.*

David Irwin and Marcus Volke presented the Network Upgrade presentation [ENCL 8]. Marcus Volke explained the current network and the proposed network. *There was a request to have the State Office send out this slide presentation to all Advisory Committee members and County Coordinators.* Discussion took place.

SUBCOMMITTEE REPORTS:

Wireless – Marlys Davis:

FCC Report – William Boyd presented the FCC report for September 2, 2004 [ENCL 9].

Phase I and Phase II Service Agreements – Marlys Davis stated that there is no new update with service agreements at this time.

Carrier Cost Recovery – Marlys stated that carrier cost recovery is currently on hold pending the January meeting with the legislators.

Kurt Hardin presented the colored charts of the Phase I *[ENCL 10]* and Phase II *[ENCL 11]* county status color charts. Kurt requested the counties to inform the State Office when a new wireless carrier offers service in the county. *The State Office will be contacting those counties that have not ordered Phase II and will be inquiring about the request delay.* Information updates should be forwarded to Blessing Guillermo at B.Guillermo@emd.wa.gov. Information may be accessed on the website located at: <http://emd.wa.gov/2-e911/wireless/04-cvr-maps.htm>.

Default Routing by MSC – Marlys Davis reported that the workgroup continues to work on default routing and the level of the PSAP trunk group. A request was sent to all the carriers to determine whether they can separate over-flow default routing when trunks are busy. Marlys has made contact with the new representative for Rural Cellular. An email went out to the counties showing the capabilities of each wireless carrier (as far as splitting default routing from overflow routing). The email requested the counties to contact their carriers with instructions on how to handle default calls.

Class of Service for Wireless - Marlys Davis indicated an attempt is being made to use WRLS as the standard statewide for Phase I capable carriers. Considerable instances of CELL and MOBL are still being displayed. CELL was put in place 10 years ago for Washington State ANI. There seems to be a problem trying to get rid of it, but it is currently being worked on. Jerry Foree of Qwest has been working with Intrado and developed a procedure for the carriers to follow to correct the class of service being used. Marlys has received an update from Intrado. Intrado is showing that of the 100 PANI ranges for all the carriers in the state, 22 have received requests to make the updates. For carriers that are Phase I implemented, the state standard class of service for a Phase I call is WRLS.

David Irwin gave an update on the web page. David stated the maps were being consolidated to make it easier to read and user-friendly.

Accidental 911 Dialing – Marlys Davis stated King County in 2003 tracked accidentally dialed 911 calls. Marlys stated that 28% of 911 calls in King County were accidents. In 2004, that percent dropped to 19%.

Voice Over Internet Protocol (VoIP) – Marlys Davis reported King County's experience regarding citizen complaint on a VoIP 911 call. It seems the caller's personal computer recorded the call to 911. According to the law you may not record a conversation without both users permission. King County prosecutor stated King County PSAPs have not given their permission to be recorded. The King County prosecutor is pursuing the legality of this issue.

Public Education – Peggy Fouts:

Peggy Fouts reported the main efforts of the subcommittee are going to be designing a new brochure regarding accidentally 911 dialing and Phase II information.

STATE OFFICE REPORTS:

Financial Status:

Catherine Bartholomew of the State Office presented the county colored charts depicting the county expenditure status. The first two slides show the counties with the current FY05 operations contracts *[ENCL 12]*. The A-19's are in process. The focus has been on closing FY04 contracts. The third slide shows all three FY04 contract finals.

Catherine stated that she wanted to go on record as saying 'the 911 Coordinators have done an excellent job of going after and successfully obtaining other sources of funding, as well as, negotiating excellent deals on equipment purchases. Wireless revenue was greater than anticipated. The counties were under spent due to a combination of these facts. The Wireline and Wireless Fund Biennium chart *[ENCL 13]* shows the current budget as of July 31, 2004.

Legislative Issues:

911 Legislation – Bob Oenning noted Senate Bill 1250 has been put on hold as the Senate works other issues. When it passes, an appropriation will be needed. Representative Pickering is working on a bill regarding VoIP. This bill focuses on the 911 issues. Bob stated the National Governor's Association meets next month. Their new statement on telecommunications includes 911 as a priority issue.

New Business:

Chris Fischer presented the proposed calendar [ENCL 14] for next year's meeting dates. This calendar includes next years' conferences and forums. If you have any suggested changes or additions please send those to Teresa Lewis at T.Lewis@emd.wa.gov as soon as possible.

Kurt Hardin proposed reconvening of the policy review committee for the FY2006. This group would make recommendations to the Advisory Committee by January 2005, so that the State Office can get signed policies and contracts out to the counties in a timely manner. At the October County Coordinator forum, there has been some time set aside for the coordinators to provide to the workgroup recommended changes and/or suggestions for new policies. Kurt said that the State Office is looking for two representatives from large, medium and small counties. The Advisory Committee requested and Peggy Fouts agreed to chair the workgroup. This is going to be a short-lived fast-paced group due to time constraints. *There was a question of what is a small county versus a medium county. Kurt stated that he would bring that information back to the October Advisory Committee meeting.* If you are interested in serving on this committee, please contact Peggy Fouts before September 15, 2004.

Bob Oenning presented the consolidated findings from the E911 Customer Service Survey for both the Advisory Committee members [ENCL 15] and the County Coordinators [ENCL 16].

Bob Oenning reported on the regionalization of counties regarding the WAC. There was a request to work directly with the regional PSAPs instead of county by county. If anyone is interested in working in this issue, please contact Steve Reinke at reinke@kittcom.org. *There was a request to obtain an AAG Opinion on the ability for the State Office to work directly with the PSAPs on contracts without going through the county.*

There was a request to have the State Office post a list of VoIP providers to the State Office website.

Steve Reinke requested the State Office prepare an analysis on whether the State is willing to pay for an additional 10-digit emergency line dedicated to receiving VoIP emergency calls.

Peggy Fouts announced Dave Cowardin has retired and will no longer be on the E911 Advisory Board. The State Office had a plaque made for him and Peggy will present it to him at the Grays Harbors County Commissioners meeting.

The next meeting will be held THURSDAY, OCTOBER 21, 2004 at THE RADISSON SEATAC HOTEL.